

CUSTOMER STORY
INDUSTRY: CONSUMER SERVICES

Streamlining Operations and Enhancing Efficiency with Microsoft's Intune and Security at WASH

WASH 

OBJECTIVES

WASH, a leader in its industry, faced challenges with managing their Windows and mobile devices across their enterprise. Additionally, WASH wanted to assess & maximize the value of their existing Microsoft investments by implementing additional controls that are available to them as part of their Microsoft 365 licenses. With that goal in mind, WASH undertook a comprehensive evaluation of their current cloud environment and based upon those results, proceeded with a layered and prioritized approach to improve their overall posture using the Microsoft 365 controls available to them under their current licensing agreement. With a mission to optimize their IT infrastructure, WASH partnered with Ravanty to design and implement a tailored solution that addressed their unique needs.

SOLUTIONS

To assist with this effort, Ravanty partnered with WASH in 3 areas of activity: (1) Discover & Assess, (2) Understand & Prioritize and, (3) Pilot.

Discover & Assess

Ravanty conducted a holistic Microsoft 365 Assessment to uncover areas where WASH can improve their overall posture and be better positioned in today's modern cybersecurity landscape. Ravanty carried out a comprehensive discovery and assessment workload by workload - including areas such as Identity and Access Management, Device Management, Collaboration and Communication strategies and more.

Understand & Prioritize

Following this discovery and assessment phase, Ravanty uncovered and itemized areas that could be improved and provided in-depth review sessions with WASH to discuss the priority, complexity and end-user impact that implementing the recommendations might have. Working collaboratively, Ravanty, helped WASH navigate the decision-making process and developed a technical implementation a thorough implementation and end-user communication plan.

Pilot

Once the discovery and planning work was complete, Ravanty helped WASH carry out a guided evaluation of all recommended configurations in a production environment by providing a Pilot for Intune and Defender for Endpoint. Working together, Ravanty and WASH were able to assess, test and adjust these powerful new features before communicating to end-users and deploying to the rest of the organization.

KEY CONSIDERATIONS

WASH encountered significant hurdles that necessitated seeking Ravanty's expertise. Managing Windows devices in tandem with a rapidly growing fleet of mobile devices proved increasingly complex. The company had previously collaborated with a vendor recommended by Microsoft to migrate their mobile devices to Intune, a project that was successful but left lingering skepticism due to historical issues with Intune's earlier versions. Transitioning to a new device management platform also required meticulous planning to avoid operational disruptions and ensure smooth adoption across the organization.